



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: Lundy Lewis

Application No.: 09/577,224

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR REACTIVE  
AND DELIBERATIVE SERVICE LEVEL  
MANAGEMENT (SLM)*

Attorney Docket No.: APB-018

Art Unit: 2143

Examiner: England, David E.

RECEIVED

MAY 27 2004

Technology Center 2100

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as Express Mail, Airbill No. EV378819502US, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: May 21, 2004

Signature: David R. Burns

(David R. Burns)

**AMENDMENT AND RESPONSE TO NON-FINAL OFFICE ACTION**

Dear Sir:

**INTRODUCTORY COMMENTS**

This Amendment and Response is filed responsive to the Office Action (Paper No. 14) dated November 21, 2003, the response period of which is extended to May 21, 2004, by the accompanying Request for a Three Month Extension of Time. In view of the amendments and comments set forth below, the Applicant respectfully requests re-examination of the application and urges reconsideration and withdrawal of the outstanding rejections.

Prior to examination on the merits, please amend the above-identified U.S. patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.